Province: Municipality(WC041) - Schedule of Service Delivery Standards Table Kannaland Municipality 2020/21 (Draft Budget)

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once per week in Ladismith, Zoar and Calitzdorp. Vanwyksdorp receives removals once every two weeks Per quarter it will be 16x3= 48 refuse removals per quarter
Premise based removal (Business Frequency)	Businesses receives refuse removals once per week, except for businesses in Vanwyksdorp who receive business removals once every two weeks. Per quarter it will be 16x3=48 refuse removals per quarter
Bulk Removal (Frequency)	Refuse cages are cleared once per week. The 2 cheese factories does not receive refuse removals, but dispose their waste at the landfill sites daily
Removal Bags provided(Yes/No)	Yes, the Municipality provides black bags quarterly
Garden refuse removal Included (Yes/No)	No, garden refuse does not get collected, but can be disposed at the landfill sites free of charge
Street Cleaning Frequency in CBD	Street cleaning in the CBD is a function of Community Services
Street Cleaning Frequency in areas excluding CBD	Street cleaning in residential areas are also a function of Community Services, but on a weekly basis it is done by the Youth Jobs in Waste (EPWP) workers
How soon are public areas cleaned after events (24hours/48hours/longer)	This is also a function of Community Services
Clearing of illegal dumping (24hours/48hours/longer)	Illegal dumping sites are cleared within 72hours after a formal complaint has been lodged with the Municipality's customer care service
Recycling or environmentally friendly practices(Yes/No)	No recycling or environmentally friendly practices are taking place in the Municipality
Licenced landfill site(Yes/No)	Ladismith landfill site is licensed for Household refuse, garden waste and builders rubble Zoar landfill site is licensed for household waste, garden waste and builders rubble Calitzdorp landfill site is licensed for garden waste and builders rubble

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Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Blue / Green
Is free water available to all? (All/only to the indigent consumers)	Yes only to indigents
Frequency of meter reading? (per month, per year)	Per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	No estimates are used. The officials read the actual reading on the meters.
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Immediately
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	two hours
Up to 5 service connection affected (number of hours)	three hours
Up to 20 service connection affected (number of hours)	three hours
Feeder pipe larger than 800mm (number of hours)	five hours
What is the average minimum water flow in your municipality?	3.5 ml per day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty water meters? (days)	one day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	100 percent
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	No
What is the frequency of meters being read? (per month, per year)	once per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	No estimates allowed
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	No estimates allowed
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	immediately
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	Immediately
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Two days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	One Day
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	One Day
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	One day

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Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	No we do not use this type of service. This is only for irrigation purposes
To what extend do you subsidize your indigent consumers?	Only to indigent consumers
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	24 hours
Sewer blocked pipes: Large pipes? (Hours)	24 hours
Sewer blocked pipes: Small pipes? (Hours)	24 hours
Spillage clean-up? (hours)	24 hours
Replacement of manhole covers? (Hours)	24 hours
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	1 day
Time taken to repair a single pothole on a minor road? (Hours)	1 week
Time taken to repair a road following an open trench service crossing? (Hours)	24 hours
Time taken to repair walkways? (Hours)	1 month
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	1 month
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	Yes
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	
Administration	
Reaction time on enquiries and requests?	Immediately
Time to respond to a verbal customer enquiry or request? (working days)	within one day
Time to respond to a written customer enquiry or request? (working days)	Normally within one day depending on the availability of the supervisor
Time to resolve a customer enquiry or request? (working days)	one day
What percentage of calls are not answered? (5%,10% or more)	5%
How long does it take to respond to voice mails? (hours)	Immediately
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes. It must be noted that this cannot be predict in any manner as ther will always be complaints. It is our duty to see if this matter is resolved.
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	one day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	On a regular basis

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Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	five minutes
How long does it take to renew a vehicle license? (minutes)	two minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	10 minutes
How long does it take to de-register a vehicle? (minutes)	three minutes
How long does it take to renew a drivers license? (minutes)	ten minutes
What is the average reaction time of the fire service to an incident? (minutes)	It depends if there is not another fire outage in the area as we do not have this services owned by the municipality. There is only one fire truck (services owned by EDEN dm)
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	It depends if there is no other incidents. Kannaland has a shortage ofn ambulances. It was raised at indabas and still waits for responses.
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	It depends if there is no other incidents. Kannaland has a shortage ofn ambulances. It was raised at indabas and still waits for responses.
Economic development	
How many economic development projects does the municipality drive?	ACIP: 4 MIG: 2 EPWP: 6
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	All
What percentage of the projects have created sustainable job security?	100%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

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